

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Telecommunications
Systems & Services**

Chapter Title:

Standard 20 Form

Chapter Number:

0799.1

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Standard 20, Telecommunications Service Request Form is a standard state form used to request telecommunications services.

STD. 20 INSTRUCTIONS

Instructions regarding the completion of the Standard 20 follow, along with a sample form. A copy of a blank Standard 20 is also provided.

At The Top Of The Page

1. If you are requesting service information, or consultation from Telecommunications Division (TD) staff, check "Information". Otherwise, check "Service". If TD approval is needed for this request, check "Exceeds SAM". Otherwise, check "Does Not Exceed SAM". Enter a number **assigned by your agency** for tracking purposes. NOTE: All other forms presented with this request will have **the same** number in the space for "associated Form 20 number". Enter the date of the request.

In the First Section

2. Enter the name of your department and the Division, Bureau, or other organizational unit for which this request applies. Give the address of present service and address where service is to be relocated, if different from present service. If new service is at the same address, write "same".
3. Enter the name, telephone number, and address of the person who will be able to allow vendors and technicians to access the premises for service.
4. Enter the address where the bill is to be sent. If requesting new service not associated with any existing account or bill number, leave "Vendor Account No." and "Utility Primary Bill No." spaces blank. If this request is for modifications or additions to existing service, enter the existing account and bill number.
5. If request is for new telephone service, leave blank. If you are requesting additional lines on existing system, indicate utility primary bill number (pilot number) of existing system. If you are requesting modifications to existing service (such as Voice Mailbox for existing line), enter the telephone number affected.
6. Enter the date the service is to take effect. REMEMBER to allow sufficient time for review, approval, and processing of the order. "ASAP" is not meaningful and should

not be used. Enter the applicable five-digit billing code which has been assigned by General Services Accounting Section.

7. Place a check in the box that best describes the service requested.
8. Enter the present service affected by this request, such as "CALDEX, single line, Nortel EBS Sets, Toshiba, etc."
9. Enter the name of the vendor who provided the present equipment affected by this request, if any. Enter the name of the serving utility, e.g., Pacific Bell, GTE., Nortel Executone, Capital Telephone or Telecommunications Division.

In The Second Section

10. BRIEFLY describe request. For example, "Install 3 Centrex lines to terminate on existing RJ11C jacks. Apply call forward don't answer feature to each line -- forward to 323-xxxx. Single line telephone instruments will be provided by Ajax Phones".
11. Enter here the recurring (monthly) charges and non-recurring (installation or purchase costs) for this request. If Std. 20U (for itemized utility charges) and/or Std. 20V (for itemized vendor charges) are used, add together the column totals at the bottom of both the Std. 20U and the Std. 20V, enter the combined totals here and attach copies.
12. Check the appropriate box to indicate how you will acquire equipment relating to this request and how you will pay for it (installment purchase or other). NOTE: Equipment rental is approved only for short-term emergency measures.

In The Third Section

13. Print or type your name (the Agency Telecommunications Representative authorized to submit this request), telephone number, address, and date of the signature. Sign the request in the space provided.
14. This section is to be completed by the Telecommunications Division.